

**IN THE UNITED STATES**  
**PATENT AND TRADEMARK OFFICE**

APPLICANTS: Mark C. Pace & Thomas W. Cook  
APPLICATION NO.: 09/782,677  
FILING DATE: February 12, 2001  
TITLE: AUTOMATED SERVICE SCHEDULING SYSTEM BASED ON CUSTOMER  
VALUE  
EXAMINER: Jonathan G. Sterrett  
GROUP ART UNIT: 3623  
ATTY. DKT. NO.: 19538-05784

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Dated: December 3, 2009

By: /Robert A. Hulse/

Robert A. Hulse, Reg. No. 48,473

COMMISSIONER FOR PATENTS  
P.O. BOX 1450  
ALEXANDRIA, VA 22313-1450

**AMENDMENT E**

Sir:

In response to the Office Action mailed, June 9, 2009, please amend the above-referenced application as indicated in the following pages.